MOTOROLA SOLUTIONS TECHNICAL NOTIFICATION (MTN)

Title
When analog headset is set as the output device in Enhanced Instant Recall Recorder (EIRR)application on MCC7500E console, recordings cannot be played back

Technology
ASTRO® 25

Severity Recommendation
High/Safety - Perform Immediately

Symptoms
Recordings fail to play in the Enhanced Instant Recall Recorder (EIRR) application when an analog headset is selected as the output device. The IRR playback functionality is lost for analog headsets, and clicking the Play button has no effect. This issue is specific to analog headsets and does not occur with desktop speakers or USB headsets. Issue is consistently reproducible for an analog headset used for playback recordings functionality on EIRR application.

Models / System Releases / Kits / Datecodes Affected

System Release	Name / SW version
A2022.1, A2022.HS, AN 2024.1, AN 2024.HS	MCC7500E Dispatch Position software version 25.1.157

When To Apply
After failure X__
During maintenance _X_
Immediately _X_

Resolution And Repair Procedure
Upgrade to the appropriate version as listed in the "Software/Hardware Parts Required" section below, based on the model.
To obtain software:

1. Initiate a software request case through Motorola Solutions, Inc. Centralized Managed Support Operations (CMSO) - see contact numbers at https://motorolasolutions.com/support (for NA call directly: 800-MSI-HELP (800-674-4357) or 302-444-9800)

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2. Await confirmation email from Motorola Solutions Software Factory (MSSF) with instructions
3. Complete the Motorola Solutions Software Factory Software Order Form:
   - Reference MTN-0043-25 in the 'Reason for Software/Hardware Change' section of the software order form.
   - List the part number (KC # as listed under "Software Parts Required" below) in the 'Part # or Version #' section of the software order form.
4. Email completed Software Order Form to MSSF for processing>

Time To Implement/System Impact

Estimated time to implement - per operator position - 15-20 min

High - Loss of functionalities/audio/downtime - Operator position will be unavailable for 20 minutes (during the software installation).

Software Parts Require

System Release	Name / SW version	
A2022.1 / A2022.HS / AN2024.1 / AN2024.HS	MCC7500E Dispatch Position software version 25.1.164 and later	KC443V00E000250001

Reference The Following Documents/Processes For Installation Procedures

A2022.1/AN2024.1 MCC 7500E Dispatch Console Use Guide - MN009830A01-L

Chapter 2.7: Installing the Dispatch Console Software Inside the RNI

Chapter 3.2: Installing the Dispatch Console Software Outside the RNI

Labor Allowance

For assistance with this bulletin please contact your MSI Technical Support Centre at https://motorolasolutions.com/support